Pet Pace

PETS REMOTE MONITORING SYSTEM

USER MANUAL

Welcome to PetPace

Your New PetPace Remote Monitoring System

Your new PetPace Remote Monitoring System is an innovative tool that can be used to help you better monitor your pet's health and wellbeing. The PetPace Monitoring System has been designed to help detect health issues early, when they are preventable or more easily treated.

How it works

Sophisticated sensors embedded in the PetPace Collar continuously monitor a range of vital signs and activity patterns. Data is collected into the secure PetPace database. Using advanced clinical algorithms, the PetPace System analyzes the data and provides alerts when there is cause for concern. You can also visit the PetPace website at all times to see how your patient is doing.

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1. Introductory Information

1.1. Conventions

A warning sign - is meant to warn you of a situation that can cause physical harm to you or to the equipment.

A note sign - is meant to highlight an important note in the text.

1.2. General Notes

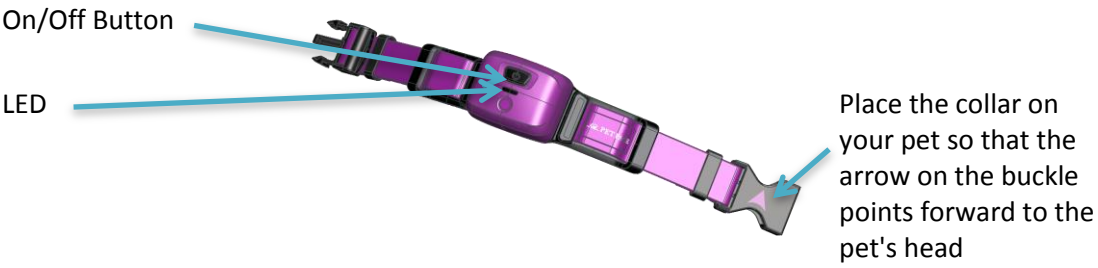
PetPace Remote Monitoring System is not a medical device. It does not replace periodic examinations by a veterinarian or prudent observation by the pet's owner.

2. Inside the Package

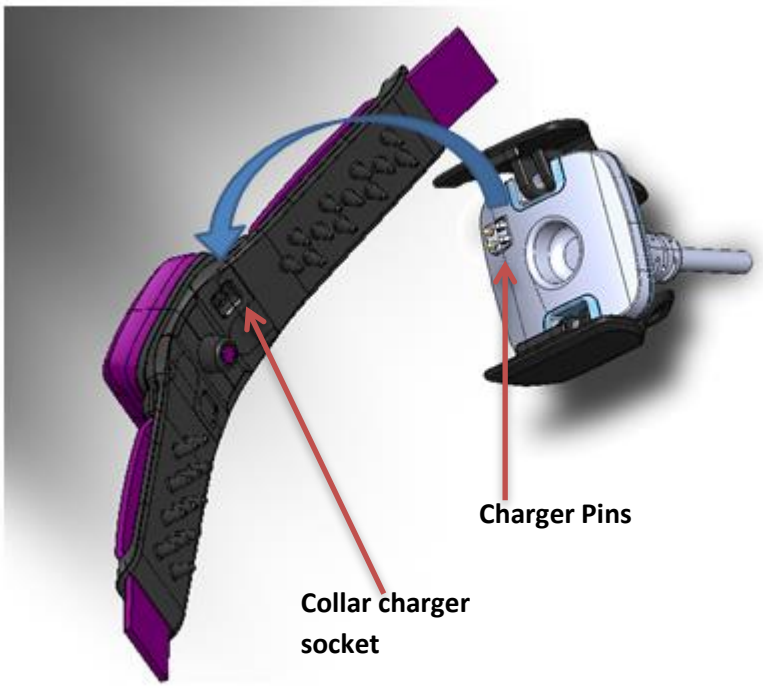
The PetPace Remote Monitoring System package includes the following items:

1		PetPace Collar
2		PetPace Collar Charging Cable
3		PetPace Gateway
4		USB Type-A to micro USB Power Cable (used with the PetPace Gateway)
5		Ethernet Cable (used with the PetPace Gateway)
6		USB Power Supply adapter (x2)

2.1. PetPace Collar

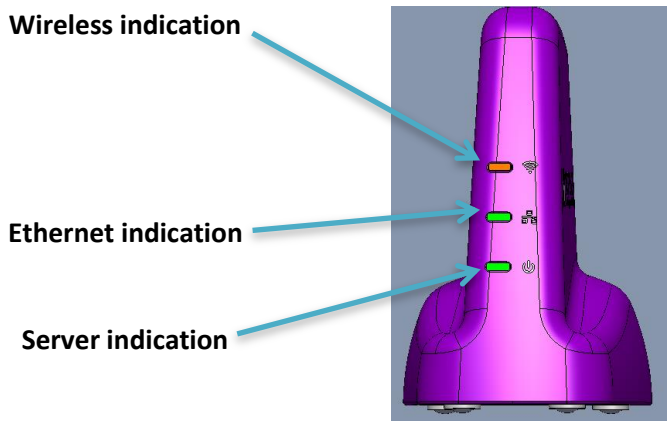


2.2. PetPace Collar Charging Cable

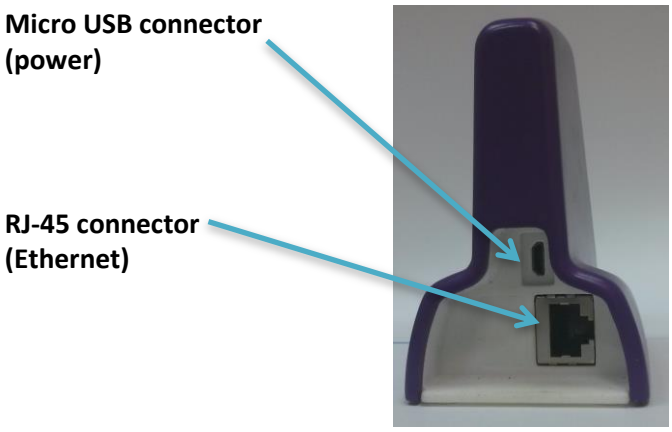


2.3. PetPace Gateway

The PetPace Gateway receives data from the PetPace Collar and transmits it to the PetPace cloud-based server.



Front



Back

3. First-time installation

Please read the Safety Information chapter prior to first use

1. Connect the **PetPace Gateway** (item 3) to the **power supply**.
    a. Insert the micro USB connector of the power cable (item 4) to the gateway.
    b. Connect the USB type-A connector of the power cable (item 4) to the USB power supply adapter (item 6).
    c. Connect the USB power supply adapter (item 6) to a power outlet.
    d. Once the PetPace Gateway is connected to power, the bottom green LED light will blink.
2. Connect the **PetPace Gateway** (item 3) to the **Internet**.
    a. Connect the Ethernet cable (item 5) to the Gateway's RJ-45 connector on one side and to your Router/Modem LAN port on the other side.
    b. Make sure your Router/Modem is connected to the Internet.
    c. Once the PetPace Gateway is connected to the Router/Modem the middle green LED light will blink.
3. Once the PetPace Gateway establishes a connection with the PetPace Servers the bottom green LED will switch from blinking to being constantly ON.
4. You are now ready to start working with the PetPace Collar.

4. Charging the Collar

It is highly recommended to completely charge the collar before first use.

When the Collar's battery is low, the Collar's LED light will blink in red every 10 seconds. A low-level battery indicator will also show on the pet's page on the Web page or Mobile Application. To charge the collar when the battery is low, or before first time use, please follow these steps:

1. Connect the Collar Charging Cable (item 2) to power outlet using the USB power supply adapter (item 6).
2. If the collar is on the dog remove it and connect it to the Collar charging cable (item 2). Make sure the charger pins are aligned with the collar's charging socket. Push charger gently into place until the wings snap into the slots on the collar (see pictures below).

3. During charging the Collar LED light will illuminate continuously in **orange**.
4. Once charging is complete, the Collar LED light will illuminate continuously in **green**.
5. Note: the Collar is automatically turned ON when removed from the charger. There is no need to manually turn it on. The Collar will blink twice in **green** once removed from the charger to indicate that it starts operating.

⚠

Do NOT attempt to charge the collar while it's placed on your pet

Ne pas charger le collier alors qu'il est placé sur votre animal de compagnie

5. Working with the collar

1. Turn on the PetPace Collar by pressing the On/Off Button until you see 2 green blinks on the collar's LED light (see picture in Appendix chapter 7.1.2).
2. Place the Collar on the pet's neck making sure that:
   a. The rectangle electronics box is on the front of the neck (ventral midline) and the buckle sits on the back of the neck (dorsal midline).
   b. **The arrow on the buckle points forward to the pet's nose**
3. The free ends of the straps should be pulled evenly until the Collar lies **snugly** against the skin (two fingers rule).
4. The Collar will automatically set-up communication with the Gateway. Once the communication is established the top orange LED light on the Gateway will turn ON (see picture in Appendix chapter 7.1.1).
   1. The top LED light on the Gateway will turn ON every time it actively receives data from the Collar. Between data transmissions it remains in the OFF position.

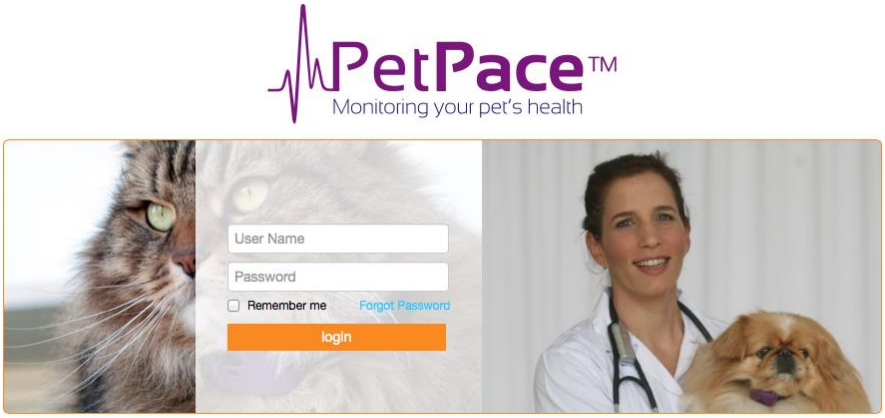
ⓘ The LED light on the collar remains Off during normal operation to preserve battery life.

6. Manually turning the Collar ON and OFF

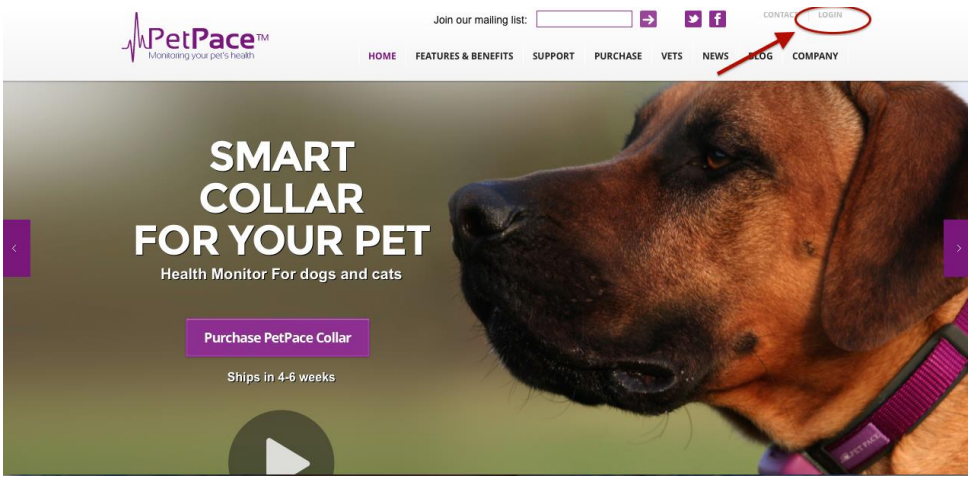
1. The Collar can be manually turned ON or OFF by continuously pressing and holding the Collar's On/Off Button for more than 8 sec.
2. If the Collar is in the On position, press and hold the On/Off Button continuously until there are two red LED light blinks, which indicate that the Collar is now turned Off.
3. If the Collar is in the Off position, press and hold the On/Off Button continuously until there are two green LED light blinks, which indicate that the Collar is now turned On.

7. Working with the Website

1. Connect to the PetPace Web App at https://orion.petpace.com. Sign-in using the provided username and password.



2. You can also access the Web App by clicking "LOGIN" on the PetPace website at http://petpace.com

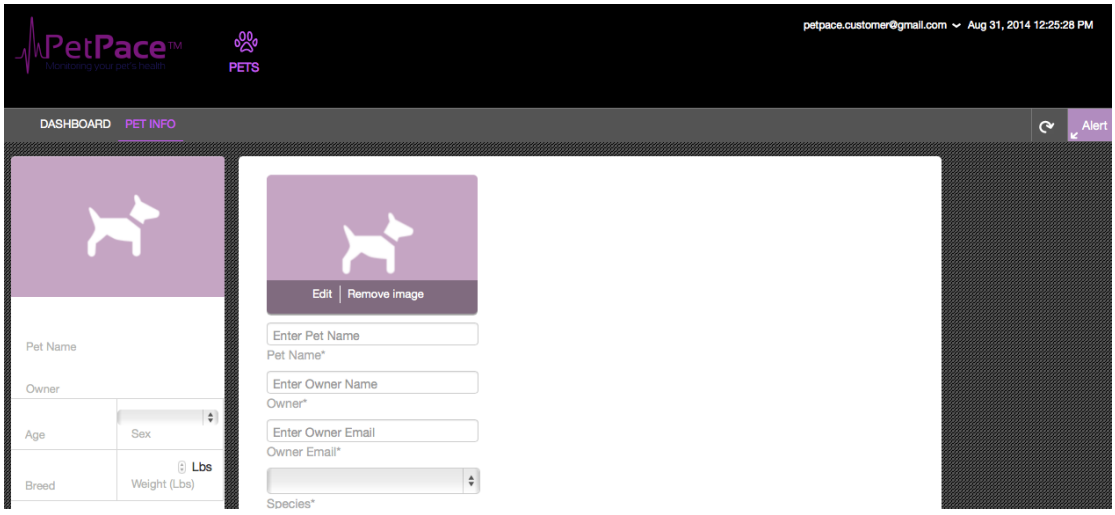


3. Once logged-in you will be taken to the Web App's main page.

7.1. Registering a new pet

1. On the Web App's main page click on "+Add Pet".

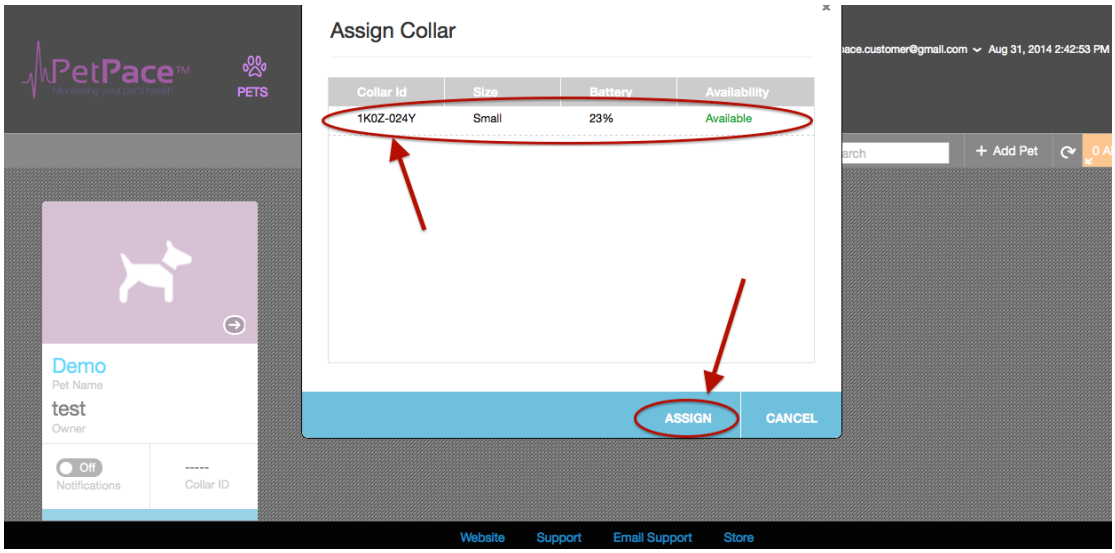
2. Fill in the pet's information and click "Save". You may also add a picture of your pet.



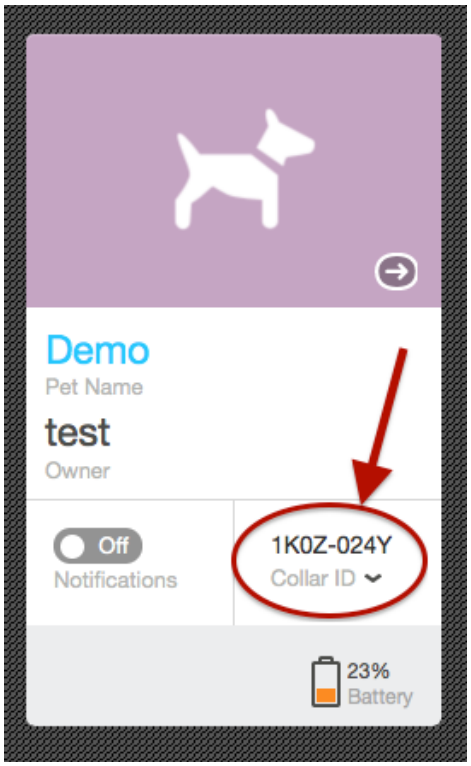
7.2. Assigning a Collar to a Pet

1. On the pet's ticket click "Assign Collar".

2. From the "Assign Collar" dialogue box choose the collar provided to you and click "Assign".



3. Once the collar is assigned to your pet you can see the collar ID in the pet's ticket, together with battery level, pet info, owner info, and alerts (if exist).

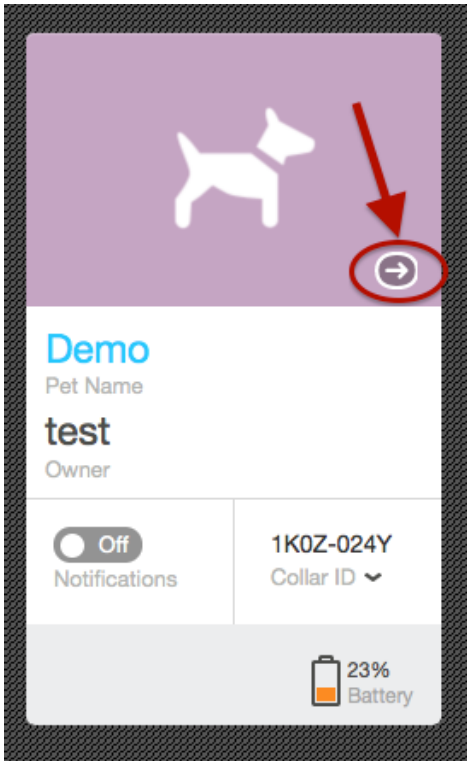


4. The Collar is now operating and collecting data on the pet.

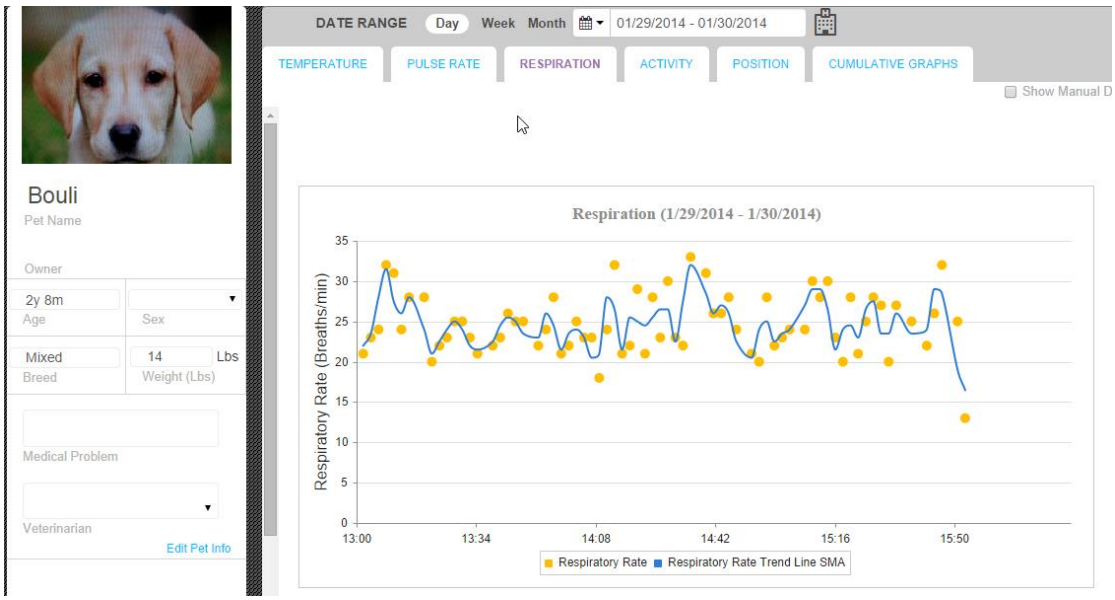
7.3. Working with the data

You can examine your dog's data and alerts at all times from any device with Internet connection.

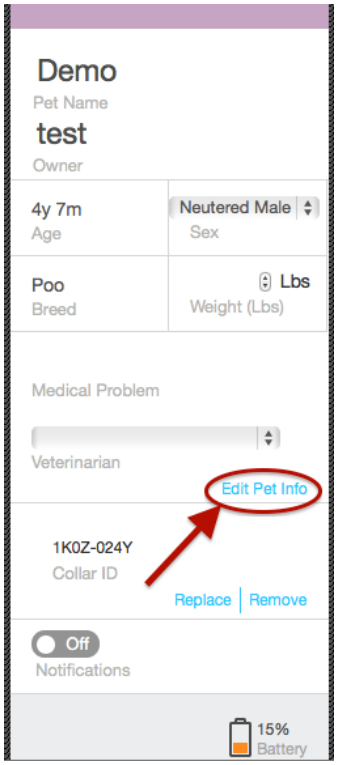
1. From the Pets window, select the desired pet to monitor and click on the little arrow on lower right corner of the image area. This will open the Dashboard page.



2. On the Dashboard page you can view all the data gathered on your pet for the time period you selected.

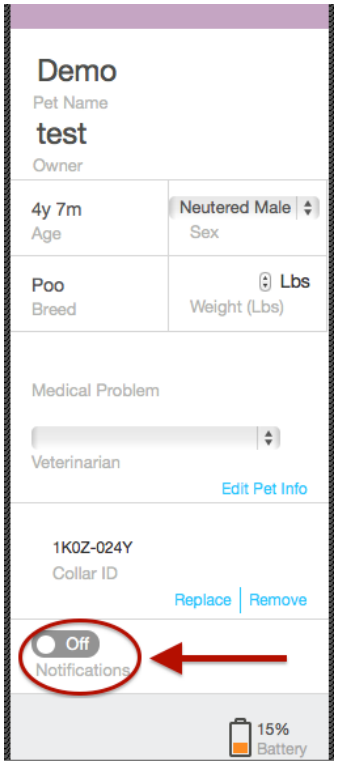


3. You can edit your pet's info by clicking the "Edit Pet Info" link on the pet's ticket.

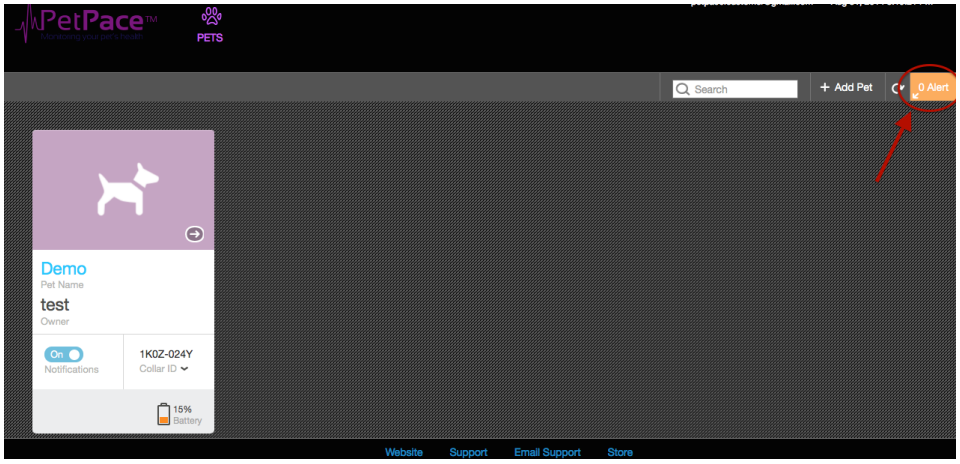


8. Alerts / Notifications Settings

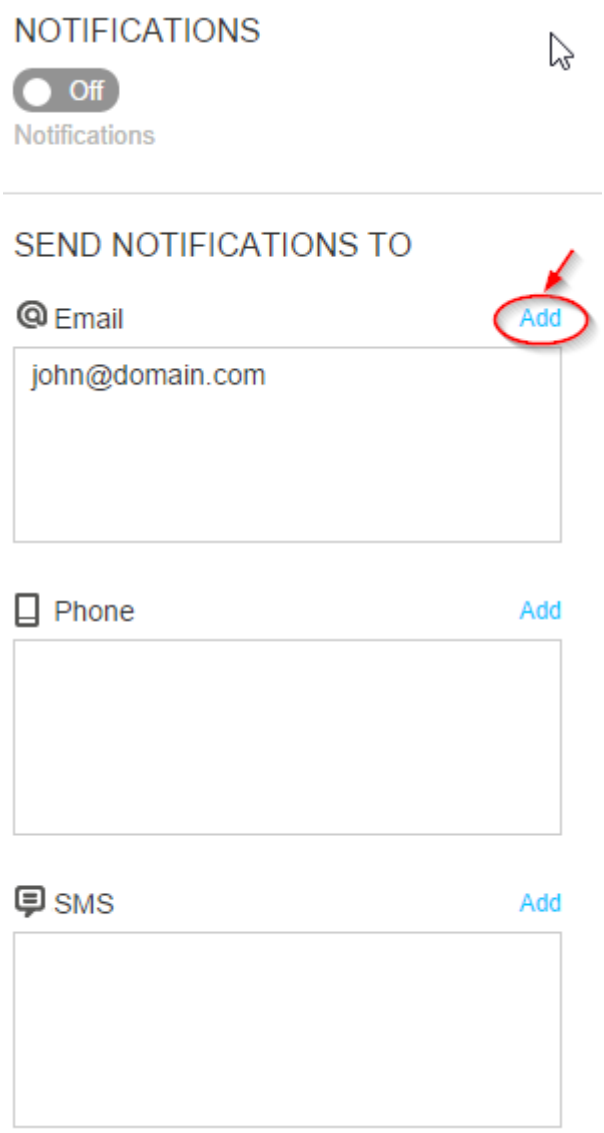
1. To turn alerts On or Off, slide the notification controller to the desired position.



2. To view alerts anytime, from any page, click on the “Alerts” link on the top right corner of the page.



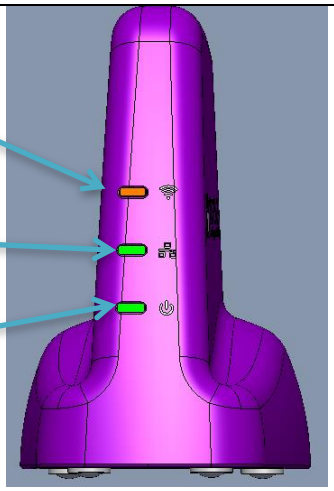
3. To edit alerts recipients info, click on "NOTIFICATION SETTINGS", then click "Add" under the "SEND NOTIFICATIONS TO" panel and enter recipients information



9. Appendix

9.1. LEDs Indications

9.1.1. Gateway

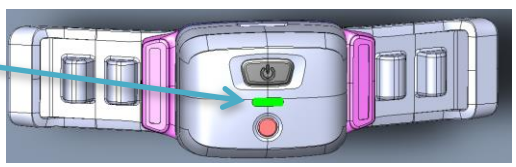
Wireless indication Orange light is constantly On during active data transmission from the collar.	
Ethernet indication Green light blinking while Ethernet communication is intact.	
Server indication Green light is constantly On while Gateway is connected to PetPace server. Green light blinking while attempting to connect to PetPace server.	

9.1.2. Collar

The Collar's LED can illuminate in green, red or orange according to the following table:

Manual Turn-On / Turn-Off	Turn-on	2 **green** blinks
	Turn-off	2 **red** blinks
Charging	During charge	Constant **orange**
	Charge complete	Constant **green**
	Off-Charge	2 **green** blinks
Battery Low		**Red** blink every 10 sec
Normal operation		**LED is Off to preserve battery life**

Collar LED indicator



9.2. Troubleshooting

1. Verify Gateway and Collar status according to the following Gateway LEDs indication table:

LED indication	Description	Troubleshooting
TOP ORANGE LED	Wireless communication Indication. Should be ON during Collar operation.	1. Make sure Collar is operating and in proper range from Gateway.
GREEN MIDDLE LED	Ethernet connection Indication. Should blink while Ethernet cable is connected.	1. Make sure Ethernet cable is properly connected. 2. Check the modem/router that the Gateway is connected to. Make sure its port LED is blinking as well.
GREEN BOTTOM LED	Server connection Indication. Blinks while server is not connected. Constantly ON while Gateway is connected to Server.	If LED is blinking : 1. Make sure middle LED is blinking (otherwise refer to above troubleshooting instructions). 2. Make sure there is a proper internet connection through router. 3. Turn the Gateway off by disconnecting it from the power and then turn it back on. If LED is off: 1. Make sure Gateway is properly connected to power.

10. Product Specifications

10.1. Gateway

Dimensions: 78x60x51 mm

Weight: 62g

Operating temperature range: 0-40 ℃

The product is designed for indoor use only.

Power: 5V – VDC @ 0.2A

10.2. Collar

Dimensions: 40x35x15 mm (Electronics case)

Weight: 43g

Operating temperature range:

- Normal operation (Not in charge): 0-50℃
- During charge: 0-40℃

The product is designed for outdoor and indoor use.

The product is water and dust resistant (IP67).

Power:

Collar contains Li-Ion rechargeable battery.

Charging power: 5V – VDC @ 0.25A

The package contains 2 power suppliers to be used with standard US power outlets.

Power supplier input: 100-240V ~ 50-60Hz 0.5A / output: 4.75-5.25V @ 500mA max

11. SAFETY INFORMATION

SAFETY INFORMATION

- The collar is powered by a Li-Ion rechargeable battery.
- Charge the collar only with the provided and approved collar charger adapter and the power supply designated for this product.
- Do not attempt to charge your collar with anything other than the AC adapter provided. The use of any other types of power adapters may damage or destroy the collar and could be dangerous.
- Make sure the collar is fully charged before first use.
- Leaving the collar in hot or cold places, will reduce the battery capacity·
- The battery used in the collar may present a risk of fire or chemical burn if mistreated.
- Batteries may explode if damaged.
- Do not attempt to open the collar or replace its battery! The collar is sealed and the battery is not changeable. Use of other batteries may present a risk of fire or explosion.
- Dispose of batteries according to local regulations. Please recycle when possible. Do not dispose as household waste or in a fire as they may explode.
- Do not attempt to power the gateway with anything other than the AC adapter provided in the package.
- The power adapters provided are suitable for standard US power outlets only
- Charge the product according to the instructions in the user manual or quick installation guide supplied in the product package or the company's website
- For LED indication and troubleshooting please refer to the user manual

INFORMATIONS DE SÉCURITÉ

- Le collier est alimenté par une batterie rechargeable Li-Ion.
- Chargez uniquement le collier avec l'adaptateur du chargeur de collier fourni et approuvé avec une prise indiquée pour ce produit.
- N'essayez pas de charger votre collier avec autre chose que l'adaptateur AC fourni. L'utilisation de tout autre type d'adaptateurs électriques peut endommager ou détruire le collier et peut être dangereux.
- Assurez-vous que le collier soit entièrement chargé avant de l'utiliser pour la première fois.
- Laissez le collier dans des environnements chauds ou froids réduira la capacité de la batterie.
- La batterie utilisée dans le collier peut présenter des risques d'incendies ou de brûlures chimiques en cas de mauvais traitement.
- Les batteries peuvent exploser si elles sont endommagées.
- N'essayez pas d'ouvrir le collier ou de remplacer sa batterie ! Le collier est scellé et la batterie n'est pas remplaçable. L'utilisation d'autres batteries peut présenter des risques d'incendies ou d'explosion.
- Jetez les batteries selon les normes de votre région. Veuillez les recycler lorsque c'est possible. Ne les jetez pas avec des ordures ménagères ou dans le feu étant donné qu'elles peuvent exploser.
- N'essayez pas d'alimenter l'entrée avec autre chose que l'adaptateur AC fourni dans l'emballage.
- Les adaptateurs électriques fournis sont adaptés pour des prises standards des États-Unis uniquement.
- Chargez le produit comme indiqué selon les instructions du manuel d'utilisation ou du guide d'installation rapide fourni dans l'emballage du produit ou sur le site web de l'entreprise.
- Pour l'indicateur LED et une résolution des problèmes, veuillez vous référer au manuel d'utilisation.

12. Regulatory Information

12.1. FCC Compliance Notice

The product is licensed with the following ID under FCC listing:

FCC ID: 2ACUDC102C for PetPace Collar

FCC ID: 2ACUDG202B for PetPace Gateway

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Contact PetPace LLC at support.petpace.com for help.

This device complies with part 15 of FCC rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications to this equipment not expressly approved by PetPace may void the user's authority to operate this equipment.

This equipment has been approved for mobile applications where the equipment should be used at distances greater than 20cm from the human body (with the Exception of hands, wrists, feet and ankles). Operation at distances less than 20 cm is strictly prohibited.